

Gateway-to-Gateway VPN Frequently Asked Questions (FAQ)

1. What is the difference between a managed (USER) and un-managed (VENDOR) GW-to-GW VPN?

- The managed service has many features that the un-managed service does not. DIT purchases all the equipment necessary to build the managed service. DIT performs all the configurations of the managed service. And finally, DIT monitors the tunnel to more quickly respond to problems on the managed service. This is the only service available to State of Michigan users and is not available to vendors. None of this is true of the un-managed service. The un-managed service was designed for Vendors who need to communicate with the SoM and have their own technical staff and equipment. Managed service is only offered to State of Michigan offices. Anyone else is a vendor

2. How much does it cost?

- Managed Gw-to-Gw = \$258.00 per month
- Un-managed Gw-to-Gw = \$129.00 per month
- Setup fee = \$300.00 (one time 4 hour charge)
- Extended setup time due to problems on a vendor's side will be charged at \$74.00 per hour

3. Can I turn this service on and off?

- Yes, but you will pay the Setup fee of \$300.00 each time it is turned on.

4. What is a gateway-to-gateway VPN?

- A GW-to-GW VPN is a means to securely connect two geographically separated networks over the public Internet. This connection, in some cases, can replace the much more expensive dedicated telephone circuits that traditionally connect these types of networks. For example

Dedicated T1 circuit from Detroit to Lansing = \$1000.00 per month

Or

Broadband Cable connection to the Internet = \$100.00 per month
+ SoM Gw-to-Gw VPN service = \$258.00 per month

Total cost of operation = \$358.00 per month

Speed is approximately the same for the two examples above and the VPN offers the additional benefit of being highly encrypted

5. If gateway-to-gateway VPN is just as fast, more secure, and less than half the price of traditional dedicated circuits then why wouldn't I use it all the time?

1. There **are no Service Level Agreements (SLA) on VPN!** This means that you have no guarantee of anything. This service is best effort and you could be down for days at a time if Internet conditions are the limiting factor. We have no control over Internet traffic once it leaves the enterprise network and can make no promises about its delivery. Dedicated circuits are different and guaranteed up times and speeds are what you are paying for.

6. When should I order gateway-to-gateway VPN instead of Client-to-Gateway VPN?

1. This can be a complicated question. If price is the driving factor and all other considerations are equal then the formula is simple. Order gateway-to-gateway when your user base is higher than about 8-10 people. It will cost you \$39.00 per month per head for Client-to-Gateway and approximately \$350.00 per month for Gateway-to-Gateway (this assumes a \$100.00 per month ISP bill plus the \$300.00 setup fee amortized out over 3 years)
2. Other factors should be considered when making this decision. Here are a few things to keep in mind
 - Client-to-Gateway is more secure. The user must login using two-factor (SecurID) authentication and the data is encrypted all the way to the client device on the client end.
 - Client-to-Gateway is not as convenient as Gateway-to-Gateway for the same reason as above
 - Client-to-Gateway is more portable. You can generally use it from anywhere you can reach the public Internet. Gateway-to-Gateway is limited to the LAN where the service is installed.
 - Client-to-Gateway is harder to manage. You will need to arrange for installation of the client software on the end users machine. This will require support and outages can be long and frustrating to the end user
 - Client-to-Gateway does not allow for Internet access while connected. You must first log out of the VPN service to gain access to the Internet. Gateway-to-Gateway offers simultaneous connection to the Internet and the SoM networks

6. How do I order a gateway-to-gateway VPN service?

- You must fill out a DIT-051 and have it signed by a division approval authority and a authorized requestor. The DIT-051 is available at the DIT-Service web site http://www.michigan.gov/techtalk/0,1607,7-167-22481_22490_22494---,00.html and examples of how to fill them out are in the documentation for the service located at http://www.michigan.gov/ditservice/0,1607,7-179-24446_24793_24955-

69128--,00.html . The completed DIT-051 must then be faxed to 517-241-8016. You will be contacted once the configuration is complete and the service is ready for installation.